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Sent: Tuesday, April 17, 2001 12:21 PM
To: 'Darryl Washington'
Cc: Anderson, Don
Subject: Top 10

Darryl:

Per your request at the Account Team visit in March, below is a list of Birch's "Top 10" needs. We can discuss these at our weekly call or give me a call to discuss.

- * Current Change Control Activity
 - ** Represented in UNEP Users Group
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- * Real Time Order Tracking - The ability to see order activity in CSOTS right after the order is distributed in SOTS would allow the CLEC to view the status of the order before completion. (For example, BST order is created (mechanically or manually) and then distributed in SOTS. Birch detects a BST caused error on order and phones LCSC to correct; order subsequently modified to correct error and order is redistributed in SOTS).
 - * Reporting from CSOTS - Currently there is reporting for CSOTS/SOTS appears to be available only to BST.
https://clecview.bellsouth.com/help/clec_help_7.html
 - * Service Order/LCSC Accuracy Reporting - Today reporting is available regarding the accuracy of CLECs orders but does not take into account for errors caused by LCSC. Monitoring the accuracy of service orders takes extra man-hours for the CLEC to a) check the order and b) spend time on the phone with the LCSC to correct c) re-check corrected service order. If service orders are not checked, LCSC caused errors can be service effecting to the end user which generates call into the CLECs repair group and diminishes the credibility of the CLEC. These errors are also not captured under any of the current Performance Measures.
 - * Enhanced call flows, documentation and training that clearly defines toll vs. local records/calls, dialing parity, and calling scopes. CLECs are receiving toll records (10-01-01) for calls that are in a local calling scope. Although noted "local" in a sub-field of the records, CLECs did not have notification 100101's would be generated and did not modify internal billing systems to recognize as local. This caused extra man hours researching these records and then building safety nets to avoid passing toll to end user thereby prolonging revenue. Also, there is limited documentation as to what is defined as local calling scope, 40 Mile Radius and Lata Wide which makes building products and billing difficult. **
 - * Shorter FOC & Reject Intervals for partially mechanized LSRs - Our goal would be to see shorter partially mechanized FOC and Reject intervals at the level SWB provides which is 95% in 5 hours allowing CLECs to complete orders and bill customers more quickly than the 85% within 24-36 hours currently reported in BST.
 - * Parity return of Service Order Completion notices thereby allowing CLECs to commence billing and limiting pro-ration for the end-user. Performance Measurements report Retail dispatch orders to complete 5 hours after work order completion; non dispatch in less than 2 hours. In contrast, UNE non-designed is reported at over 13 hours for dispatch; over 3 hours for non-dispatch.

* Electronic means to submit shared hunting orders. Retail often establishes separate CSR's for a customer at the same service location. When hunting exists on the accounts, the CLEC is required to submit a manual order as a mechanical process/method does not exist as of today. This increases the provisioning time, cost, and completion of order for the CLEC. Also, the LSR history becomes manual vs. mechanical. *

* Increased flow-through - February was less than 70% for POTS only services Birch is ordering. The error rate on orders that fall out for manual handling by the LCSC is a great deal higher, causing CLECs to spend more time monitoring these orders to avoid negative impact to end users. Also, partially mechanized orders completing time is greater than fully mechanized. Bottom line is flow-through decreases cost for both CLEC and ILEC. *

* Enhanced CSR information (Call Forwarding "ring to" number captured on CSR, indication of local freeze). The call forwarding information on the CSR would be useful when a customer does not have record of what his/her's is as well as allow CLEC to check accuracy on the Service Order as the LSR is processed. In regards to local freeze, many times a customer does not know they have a local freeze on their account. The CLEC is not aware until an LSR is completed and submitted. The customer then has to be contacted and directed to remove the freeze; it would be helpful if the customer could be contacted before the order is processed.

* Increased consistency between reports/notices (ie: Loss Notification report vs. Disconnect Letters**). At the UNEP Users Group, several CLECs reported a high rate of inconsistency between the Loss Notification Report and Disconnect letters. Birch had been relying on the Loss Notification report to terminate billing as it is a daily report. However, due to the report from other CLECs, Birch is utilizing both and has experienced inconsistency (metrics not available at this time; Birch began tracking on 4/9/01).

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